

Summary of TennCare Independent Review Requests 2019

YTD Total: 62*

1st Quarter Total: 38

2nd Quarter Total: 24

Amerigroup TN 1st Qtr Total – 29

Denial Reversed: 4

Denial Upheld: 11

Ineligible: 2

Partial: 5

Rescinded: 5

Settled for Provider: 2

AGP 2019 Total: 38

Amerigroup TN 2nd Qtr Total – 9

Denial Upheld: 3

Ineligible: 2

Partial: 3

Settled for Provider: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 7

Denial Reversed: 2

Denial Upheld: 1

Partial: 1

Settled for Provider: 3

UPRV 2019 Total: 17

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 10

Denial Reversed: 1

Denial Upheld: 5

Ineligible: 1

Paid: 1

Partial: 1

Settled for Provider: 1

Volunteer State Health Plan 1st Qtr Total – 2

Rescinded: 1

Settled for Provider: 1

VSHP 2019 Total: 5

Volunteer State Health Plan 2nd Qtr Total – 3

Denial Reversed: 1

Denial Upheld: 1

Settled for Provider: 1

BCBST 2nd Qtr Total – 2*

Referred to Consumer Insurance Services: 2

Provider Types Submitting Independent Review Requests in 1st Quarter 2019:

| | |
|--------------------------|-----------|
| <u>CMHC:</u> | <u>2</u> |
| <u>Hospice:</u> | <u>1</u> |
| <u>Hospital:</u> | <u>24</u> |
| <u>Nursing Facility:</u> | <u>3</u> |
| <u>Physician:</u> | <u>8</u> |

Provider Types Submitting Independent Review Requests in 2nd Quarter 2019:

| | |
|-----------------------|-----------|
| <u>Hospice:</u> | <u>2</u> |
| <u>Hospital:</u> | <u>17</u> |
| <u>Physician:</u> | <u>3</u> |
| <u>Prosthetics</u> | <u>1</u> |
| <u>Transportation</u> | <u>1</u> |

* Independent Review of claims disputes is only available for TennCare Program services.

* Items in **red font** have been are new or have been updated from the original 2nd Quarter Report issued in August 2019.